

MEDICARE SUPPLIER STANDARDS

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The products and/or services provided to you by Bump Benefits subject to the supplier standards contained in the Federal regulations shown at 42 Code of Federal Regulations Section 424.57(c). These standards concern business professional and operational matters (e.g. honoring warranties and hours of operation). The full text of these standards can be obtained at <http://ecfr.gpoaccess.gov>. Upon request, we will furnish you a written copy of the standards.

PREPARING FOR WEATHER EMERGENCIES

Bump Benefits wants all of our customers to be prepared for any weather emergencies such as hurricanes or tornados that may interrupt delivery of your medical equipment or supplies. We pay close attention to the weather in our state and encourage you to do the same.

In case of any weather emergencies such as hurricanes that may affect the ability of the company to operate safely, the company offices may close for one or more days. When we have a pending hurricane or other weather emergency that may affect our ability to provide your regular shipment, we try to expedite the shipment of your order prior to the weather emergency. If you anticipate being effected by a hurricane or other weather emergency that may interrupt your regular delivery, please contact our office and ask our Customer Care Specialists to expedite your delivery.

If you relocate either temporarily or permanently as a result of a weather emergency, please provide us with your new address as soon as possible so that we may ship your supplies to the correct location. Please remember that you may email updated information to us at orders@bumpbenefits.com if you are unable to call us.

If our offices are closed due to a weather emergency, we will transfer the main telephone numbers to a call center outside of the immediate geographic area. Customers may leave a message that will be retrieved by our staff. Once the weather emergency has passed, the company will re-open and resume normal operations. We will follow up on all voice messages left for us and ship your supplies as soon as delivery services are operational in our area.

We at Bump Benefits LLC appreciate your continued support and sincerely hope that you have a safe and uneventful storm season!

REPORTING INJURIES RELATED TO EQUIPMENT THAT YOU RECEIVED FROM

If you feel that you have sustained an injury as a result of equipment or supplies that we provided to you, please contact us as soon as you can. When you call, we will need to know the date and time when the injury occurred, a description of the injury, a description of why you think that it occurred, whether or not you received any medical treatment as a result of the injury and any other pertinent details. We will replace any defective equipment and will ask that you return the defective equipment to us so that we can follow manufacturer reporting guidelines.